



Development Services Customer Service Model

PERMIT CENTER

EFFECTIVE TUESDAY, 10/14/08

1. ALL DEVELOPMENT SERVICES CUSTOMERS WILL GO THROUGH THE 1ST FLOOR RECEPTION DESK
2. ALL TICKETS WILL BE ISSUED AT THE 1ST FLOOR RECEPTION DESK FOR BOTH COUNTER SERVICES AND APPOINTMENTS
3. ALL COUNTER SERVICES (WALK-IN CUSTOMERS), EXCEPT FOR FIRE, WILL BE ON THE 1ST FLOOR
4. ALL THOSE WITH APPOINTMENTS WILL BE HELPED ON THE 2ND FLOOR AFTER THEY ARE ISSUED A TICKET ON THE 1ST FLOOR
5. PLAN REVISIONS/RE-SUBMITTALS WILL BE PROCESSED AT THE FIRST FLOOR RECEPTION DESK
6. AN APPOINTMENT WILL BE REQUIRED FOR ISSUANCE OF PLAN CHECK PLANS
7. ALL PARKING TICKETS WILL BE VALIDATED AT 1ST FLOOR RECEPTION DESK ONLY





**HOURS OF
OPERATION**

PERMIT CENTER

- Office Hours: 8 am—5 pm
- Counter Hours: 9 am—4 pm
- Extended Hours by Appointment:
5 pm—7 pm Tuesdays

Phone: 408-535-3555
Fax: 408-292-6240

